

Commonwealth of Virginia
Department of Social Services



ONS TRANSMITTAL NUMBER 07-05


Date: July 7, 2007

☐ ACTION ITEM

☒ INFORMATIONAL ITEM

Subject:

To: ONS Resettlement Provider Directors

From: Kathy A. Cooper 
Virginia State Refugee Coordinator
Virginia Office of Newcomer Services

Contact: Penny Boyd at 804-726-7933 or penny.boyd@dss.virginia.gov

The Virginia Department of Social Services has an electronic Broadcast system it uses to inform local department of social services of policy and procedural changes and clarifications. It also uses this system to provide general information.

Pasted below is a VDSS Broadcast, issued June 25, 2007, titled, *Child Protective Services Language Line Services*. The broadcast does not provide policy direction. It is informational.

This information may be helpful in the event that one of the families you work with becomes involved in a domestic dispute that involves the local child protective services office. Knowing that this service is available to the family may be helpful to you as you work with the family and the local department of social services.

The contact information in the Broadcast is for local departments of social services staff. You would contact the local department of social services if you have a family needing this service.

Note: This and all ONS transmittals are posted at <http://www.dss.virginia.gov/family/ons/transmittals.cgi>

BROADCAST 4325

DATE: June 25, 2007

TO: Local Directors, Regional Directors & Consultants, Local CPS Supervisors & Coordinators

FROM: Lynette Isbell, Director, Division of Family Services & Rita Katzman; CPS Program Mgr

SUBJECT: Child Protective Services Language Line Services

Since 2002, the CPS/Adult Protective Services (APS) Hotline has contracted with Language Line to provide telephone language interpretation services for non English speaking callers. Language Line offers interpretation services for more than 140 languages.

To assist local departments of social services (local departments) with the requirement to provide CPS services and information to people with limited English proficiency, the Virginia Department of Social Services makes Language Line interpretation services available to local departments. Please refer to the monthly CPS Matrix Code for instructions on how to request Language Line services for CPS information and services.

If you have questions about Language Line services, please contact Wilktion Shaw, CPS Hotline Supervisor, at 804-726-7053 or by email at wilkton.shaw@dss.virginia.gov